The Cequence Professional Services Program

Introduction

The Cequence Professional Services program (CQ ProServ) offers expert-level engineering resources that can help organizations fast-track implementation and optimization of their Cequence Application Security Platform (ASP). While Cequence ASP is easy to implement, customers can engage with our professional services experts to quickly plan, deploy, optimize, and transfer their knowledge.

The program is staffed by a Cequence technical team with accumulated experience from deep security software engineering and operations and enterprise-class customer engagements. Customers can rely on the CQ ProServices team to augment their security experts when internal resources are stretched or in short supply.

Customer Support Challenges and Requirements

Security teams are often overworked and understaffed because most organizations haven't been able to find enough skilled talent to fill open positions. Security engineers are in demand across disciplines and projects, and still have their "day jobs" of maintaining a consistent security posture. Deploying Cequence ASP with constrained internal resources by providing automated bot defense across web applications, mobile applications, and APIs, thus saving time and improving productivity.

Nevertheless, planning and implementation of the platform may not be something the internal team has the resources or time to do themselves. An engagement with CQ ProServices experts provides the benefits of:

› Augmenting limited availability of internal security experts

› A fast solution implementation

› Subject matter experts in technical engagements and rollout of Cequence ASP

› Knowledge transfer and threat analyst bench augmentation

Cequence Professional Services Solution

Our experienced engagement engineers are domain experts in security, web applications, and infrastructure. CQ ProServ provides experienced customer success professionals to ensure a rapid deployment of a powerful application security platform in your organization—with the minimum disruption to operations.

CQ ProServ offers a flexible delivery methodology adapted to your organization based on five key lifecycle stages:

1. **Planning.** Based on project requirements and current best practice, our team will work with your organization to define a scope and statement of work and project plan acceptable to all stakeholders.

2. **Installation.** Cequence ASP enables a rapid deployment while our team minimizes any impact to the production environment.

3. **Configuration.** Our team will enable and accelerate custom rule creation based on specific customer applications – further enhancing the accuracy and performance of Cequence ASP.

4. **Training.** Our experts will ensure your security team can operate, optimize, and analyze effectively the new insights and perspectives available from the Cequence ASP.

5. **Support.** Of course, our team is always there to support yours – whether it be taking advantage of new features, optimizing for a new application, or analyzing and responding to a new class of threat.

Our experienced engagement team will ensure that your deployment adheres to the SOW and project plan from conception through customer acceptance and signoff.

Key Solution Offerings

Assess

We provide custom architecture and design expertise to ensure the correct solution sizing, configuration, and deployment to fit your environment and security requirements.

Deploy

Our engagement engineers are assigned from start-to-finish, consistently ensuring the benefit of domain expertise to onboard and fine-tune security for your web applications, mobile applications, and APIs whatever the infrastructure—on-premises, public cloud, or hybrid.

Optimize

We design custom threat indicators. Each customer environment has distinct threats and risks to their business model. Our engagement engineers monitor for and analyze threats and then fine-tune your configuration with unique threat indicators specific to protecting your business.

Integrate

We develop and test custom connections to your existing security tools, enabling automated sharing of threat information with security infrastructure and SOC incident response processes.

Train

We provide comprehensive hands-on training for customers ensuring complete knowledge transfer of product operation, new threat insights, and ongoing management.

CQ ProServ enables customers to leverage our experts to get up and running quickly with the leading application security platform.

What a CQ ProServices Engagement Delivers to Customers

Professional Services Delivery	Customer Examples	
	Social Networking	Retail
Assess & Deploy	Sized and deployed clustered environment – a configuration capable of handling 150K requests per minute	Configured multi-datacenter installation – including failover capability with the implementation of highly available infrastructure

Optimize	Implemented protection for web & mobile applications
	› Fine-tuned business abuse indicators to block impact of:
	  - Fake comments
	  - Fake likes
		Implemented protection for web, mobile, API applications
		› Fine-tuned threat indicators for gift card abuse and ATO
		› Continuous application onboarding for new retail brands and web applications

Professional Services Delivery	Customer Examples	
	Social Networking	Retail
Integrate	Created monthly threat analysis summary › Top countries › Top organizations › Top IPs › Customer's existing Tools Ongoing network IQ › Provided actionable insight into compromised infrastructure Credential IQ Provided insight into compromised credential dumps from the web Integrated with custom-built abuse tools and Splunk feed	Integration with Akamai, Rackspace, and F5 for comprehensive multi-layered security › Provide weekly threat analysis updates with internal risk team › Quarterly CIO reports › Joint investigations with internal fraud teams › Worked directly with ISPs to eliminate compromised home router infrastructure Performed product upgrades › Ongoing threat intelligence feeds › Surveillance of deep web for leaked credentials and tools Identified tools specific to retail attacks
Training	Product training Threat analyst training	Product training Threat analyst training

Next Steps

We invite you to schedule a no-obligation consultation with our professional services engineers. The Contact Us<link> section of the Cequence website enables a fast response.

You can also learn more about the Cequence Application Security Platform by visiting our website's resources section: cequence.ai/resources.

About Cequence

Cequence Security is focused on solving this problem by delivering Cequence ASP, an open software platform that can be deployed on premise or in the cloud, across any number of locations. The platform – in combination with the CQ botDefense security module – leverages a patent-pending analytics engine (CQAI), which combines applied artificial intelligence, machine learning, and behavioral analysis to deliver three key values to customers:

› **Discover** – The platform automatically discovers all web, mobile, and API applications deployed across the entire organization, providing insight into critical assets that must be protected.

› **Detect** – Metadata from client-server traffic flowing across the organization is continuously ingested, correlated, and analyzed in real time by the CQAI engine to automatically determine the source, target, and intent of potentially malicious traffic.

› **Defend** – Once an attack is confirmed, Cequence ASP with CQ botDefense can immediately and automatically end the attack by applying multiple policy-based mitigation techniques, including blocking, deception, rate limiting, and more.

The open architecture of the Cequence platform also allows all relevant information to be shared with other systems in to security architecture.